Nokia Customer Care
2118 (RH-77)
Mobile Terminal

Service Software Instructions

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Introduction

You must obtain software support bundles (SSBs) to load software upgrade files to customer-specific mobile terminal models. The SSBs are InstallShield executable packages. Double-click on the package, and the software installs automatically. No rebooting of the computer is required.

These bundles are created by Nokia Customer Care and made available by Nokia After Market Services (AMS) on the Partners Web Page for your applicable region:

- Americas = https://americas.partners.nokia.com
- APAC = https://apac.partners.nokia.com
- China = https://china.partners.nokia.com
- EMEA = https://trade.online.nokia.com or https://europe.partners.nokia.com

The Web pages are password controlled. If you have not registered as a user, contact Nokia Central Service.

Hardware and Operating System Requirements

Table 1: Minimum Hardware Requirements

Hardware	Minimum Value
Processor	700 MHz
RAM	256 MB
Disk space needed	100-200 MB
Interface ports	Parallel or USB (dongle-dependent)

Table 2: Supported Operating System Requirements

Operating System	Notes
Windows 2000	Professional version
Windows XP	

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Phoenix Service Software

Before You Begin

Before you installing Phoenix, ensure the following:

- Uninstall any previous versions of Phoenix that exist on the machine. See "Uninstalling Service Software" on page 9.
- If the computer supports administrator rights, ensure that access is enabled for the user performing the Phoenix installation.
- Phoenix requires the complete Phoenix installation package, which is around 30 MB.
- You MUST have a Nokia dongle installed on the computer prior to beginning the software installation. The dongle is attached to the parallel port for PKD dongles, or an FLS-4S dongle is attached to either the parallel port or the Universal Serial Bus (USB) port (if the computer supports USB).
- Custom installation is only recommended for experienced users.
- After installation, reboot the computer prior to continuing.

Creating a Phoenix Connection

Use the following steps to create a connection the first time you use Phoenix.

1. Open the **File** menu, and select **Manage Connections**.

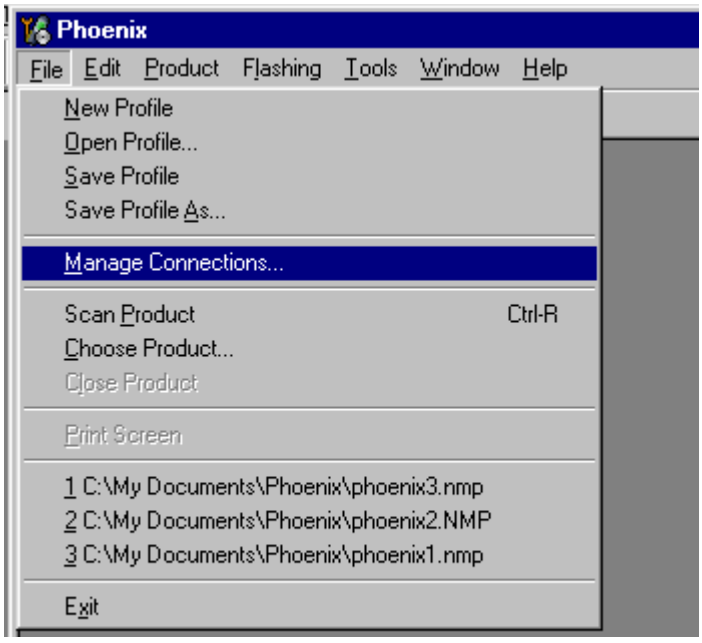

Figure 1: File Menu with the Manage Connections option

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2. Click **Add** to create a new connection.

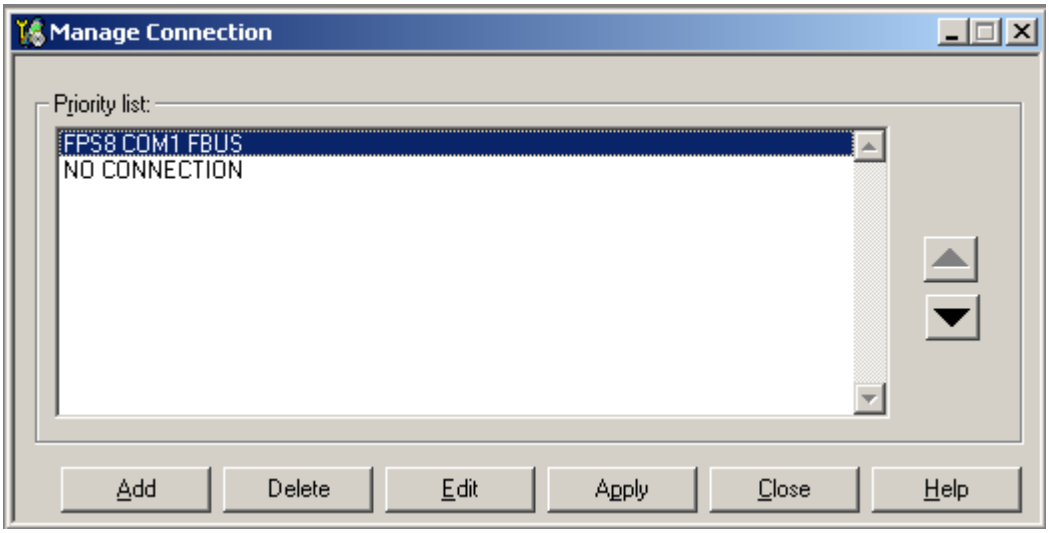

Figure 2: Manage Connection dialog box

3. Choose either **Wizard** or **Manual** on the **Select mode** dialog box.
   - **Wizard** allows Phoenix to auto-detect your connection configuration.
   - **Manual** allows you to manually select options to create the connection.

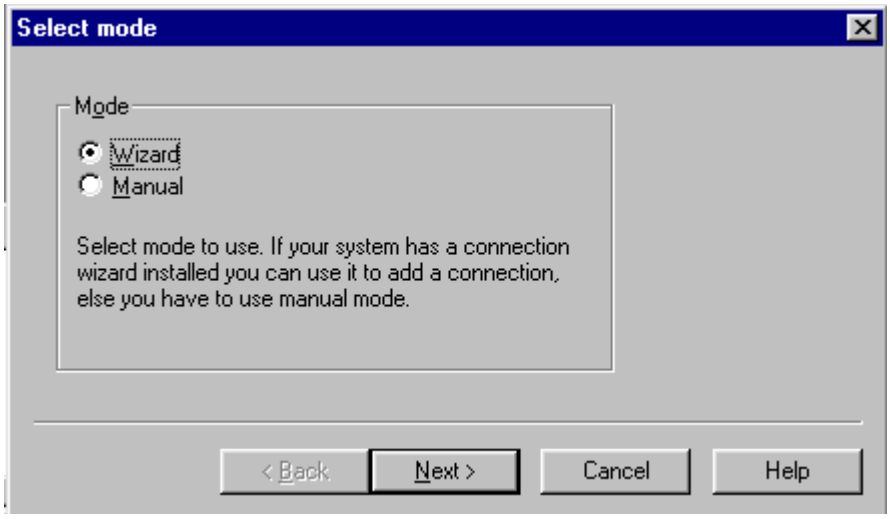

Figure 3: Select Mode dialog box

4. Click **Next**.
5. Once a connection is defined, make sure that the connection you want to use appears at the top of the list.

   If necessary, use the up and down arrows on the **Manage Connection** dialog box to move the connection to the top, and click **Apply**.

6. Click **Close** when you are finished.
7. Proceed with the normal initiation of a session by scanning for or selecting a product.

Scanning for a Product

Many Phoenix features are product specific. At the beginning of a session, you must configure Phoenix for the product on which you are working by opening the **File** menu and clicking **Scan Product**. Phoenix automatically scans for the product and selects the necessary configurations. The status bar at the bottom indicates the product type.

Using Components

Phoenix tasks are managed by specific software components. Use the main menu to select the component you want to perform. When the new component window is opened, Phoenix also opens an associated toolbar and adds component-specific menu items to the window menu.

Using Profiles

Phoenix's profile feature stores product, connection, and open components into permanent storage by creating a file with an *.nmp* file extension. Saved profiles allow you to configure Phoenix to open with specified components.

Opening and saving profiles is done via the **Open Profile** and **Save Profile** options in the **File** menu. Phoenix stores profiles with user-defined names. As a result, there can be multiple profiles for different repeated tasks or user preferences.

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Diego Service Software

Before You Begin

Before installing Diego, ensure the following:

- Uninstall previous versions of Diego from the computer. See "Uninstalling Service Software" on page 9.
- If the computer supports administrator rights, ensure that access is enabled for the user performing the installation.
- Diego requires the complete Diego installation package, which is around 25 MB.
- You **must** install a Nokia dongle on the computer prior to beginning the software installation. Attach an FLS-4S dongle to either the parallel port or the Universal Serial Bus (USB) port (if the computer supports USB). You can use an FLS-2D, but it does not support the new generation DCT-4 version mobile terminals.
- Custom installation is only recommended for experienced users.
- After installation, you must reboot the computer.

Initial Session with Diego and FLS-4S Dongle

You must configure a Virtual Port Connection the first time Diego is launched. During the installation of the FLS-4S drivers (included in the Diego installation package), a virtual Common Object Model (COM) port is set to the next available COM port number. Enter this port selection into the Diego configuration.

Use the following steps to select a port:

1. Disable the port's auto ping by double clicking on the status box.

Figure 4: Status box area

2. Open the **Edit** menu, and click **Settings**.
3. On the **Settings** dialog box, click the **Serial Port** tab.

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4. Select the **FLS Virtual** port setting.

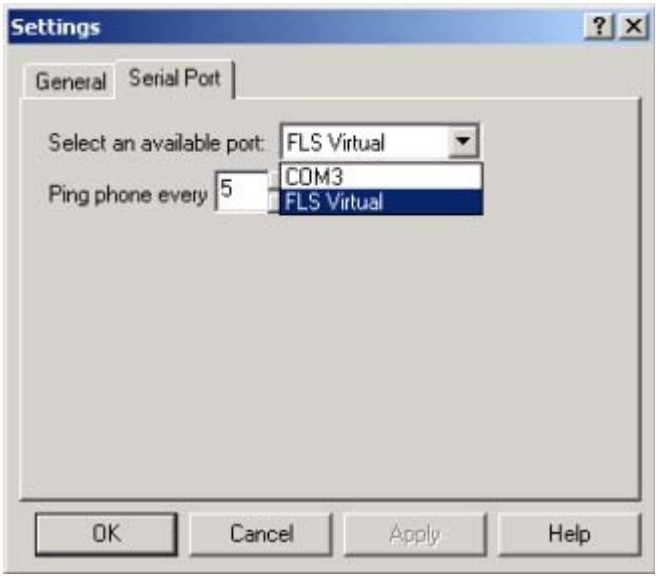

Figure 5: Serial Port tab on the Settings dialog box

5. Click **OK**.
6. You can now proceed with the normal initiation of a session to scan for the product.

Scanning for a Product

Many Diego features are product-specific, so at the beginning of a session you must configure Diego for the product on which you are working. You can scan for a product either automatically (default) or manually.

- In automatic scan mode, Diego scans for the product every 5 seconds (a rate which you can customize in the setup menu) and selects the necessary configurations.
- To manually scan, open the **Settings** dialog box, click the **General** tab, and click **Connect**.

Using Components

Diego tasks are managed by specific software components. Use the main menu to select the component you want to use. When the new component window is opened, Diego also opens an associated toolbar and adds component-specific 1items to the menu.

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Uninstalling Service Software

Failure to remove the program properly causes misconfiguration of the computer's registry. Use the following steps to uninstall Diego or Phoenix service software.

1. Navigate to the computer's Control Panel, which is accessible from the **Start** button or by double-clicking the *My Computer* desktop icon.
2. Double-click the *Add/Remove Programs* icon.
3. Select the software version that you want to remove, and click **Add/Remove**.
4. Click **OK** to begin the removal process.
5. Follow the on-screen instructions.
6. When the removal is complete, reboot the computer.

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